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**Intellectual Property Law Group**

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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
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Group Art Unit: 2642

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Pages  
with 4  
Cover:

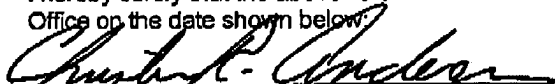
**FORMAL SUBMISSION OF:**

- 1) Petition for One Month Extension of Time; and
- 2) Notice of Appeal Under 37 C.F.R. § 41.31.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING  
Serial No. 09/692,926  
Filing Date: October 20, 2000  
First Named Inventor: Douglas J. COWELL  
Atty. No. 00-5019

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: November 18, 2004